

2007 Complaint Index Automobile

| | NAIC # | Company Name | Premium | Number of Complaints | Complaint Index |
|----|--------|--|-------------|----------------------|-----------------|
| 1 | 12963 | 21st Century Insurance Company | 5,611,283 | 5 | 2.38 |
| 2 | 42609 | Affirmative Insurance Company | 10,218,281 | 45 | 11.76 |
| 3 | 19402 | AIG Casualty Company | 1,859,066 | 1 | 1.44 |
| 4 | 36587 | AIG National Insurance Company | 8,238,476 | 6 | 1.94 |
| 5 | 12188 | Alfa Vision Insurance Corporation | 4,701,971 | 7 | 3.98 |
| 6 | 42579 | Allied Property And Casualty Insurance Company | 13,919,782 | 4 | 0.77 |
| 7 | 19240 | Allstate Indemnity Company | 11,153,800 | 2 | 0.48 |
| 8 | 19232 | Allstate Insurance Company | 90,670,320 | 27 | 0.80 |
| 9 | 17230 | Allstate Property And Casualty Insurance Company | 89,280,537 | 30 | 0.90 |
| 10 | 38156 | Alpha Property And Casualty Insurance Company | 1,207,517 | 1 | 2.21 |
| 11 | 19100 | AMCO Insurance Company | 13,134,904 | 3 | 0.61 |
| 12 | 10730 | American Access Casualty Company | 3,454,006 | 2 | 1.55 |
| 13 | 19941 | American Commerce Insurance Company | 1,915,426 | 1 | 1.39 |
| 14 | 23450 | American Family Home Insurance Company | 2,922,331 | 1 | 0.91 |
| 15 | 19275 | American Family Mutual Insurance Company | 148,130,912 | 60 | 1.08 |
| 16 | 10864 | American Freedom Insurance Company | 538,010 | 4 | DNC |
| 17 | 19992 | American Select Insurance Company | 2,166,909 | 1 | 1.23 |
| 18 | 42897 | American Service Insurance Company | 5,968,722 | 13 | 5.82 |
| 19 | 19283 | American Standard Insurance Company of Wisconsin | 31,188,979 | 7 | 0.60 |
| 20 | 18988 | Auto-Owners Insurance Company | 43,592,581 | 15 | 0.92 |
| 21 | 19658 | Bristol West Insurance Company | 14,882,737 | 6 | 1.08 |
| 22 | 16713 | Buckeye State Mutual Insurance Company | 4,975,303 | 1 | 0.54 |
| 23 | 20176 | Celina Mutual Insurance Company | 261,556 | 1 | DNC |
| 24 | 20230 | Central Mutual Insurance Company | 8,063,885 | 1 | 0.33 |
| 25 | 10677 | Cincinnati Insurance Company | 27,153,462 | 4 | 0.39 |
| 26 | 31534 | Citizens Insurance Company Of America | 10,581,993 | 1 | 0.25 |
| 27 | 10395 | Citizen's Insurance Company Of The Midwest | 5,008,973 | 1 | 0.53 |
| 28 | 21164 | Dairyland Insurance Company | 1,202,051 | 2 | 4.44 |
| 29 | 42587 | Depositors Insurance Company | 4,815,053 | 2 | 1.11 |
| 30 | 21261 | Electric Insurance Company | 1,572,790 | 1 | 1.70 |
| 31 | 26263 | Erie Insurance Company | 4,275,726 | 7 | 4.37 |
| 32 | 26271 | Erie Insurance Exchange | 60,885,731 | 13 | 0.57 |
| 33 | 25712 | Esurance Insurance Company | 6,829,465 | 10 | 3.91 |
| 34 | 24201 | Farmers Automobile Insurance Association | 22,467,603 | 3 | 0.36 |
| 35 | 19852 | Financial Indemnity Company | 928,906 | 2 | DNC |
| 36 | 21873 | Firemans Fund Insurance Company | 681,351 | 1 | DNC |
| 37 | 10336 | First Acceptance Insurance Company, Inc. | 7,765,506 | 33 | 11.35 |
| 38 | 13587 | First Chicago Insurance Company | 739,466 | 1 | DNC |
| 39 | 24724 | First National Insurance Company of America | 193,706 | 1 | DNC |
| 40 | 14249 | Founders Insurance Company | 20,677,213 | 55 | 7.10 |
| 41 | 41491 | GEICO Casualty Company | 4,535,925 | 10 | 5.89 |
| 42 | 35882 | GEICO General Insurance Company | 43,038,452 | 20 | 1.24 |
| 43 | 22055 | GEICO Indemnity Company | 21,220,395 | 15 | 1.89 |
| 44 | 10648 | Geneva Insurance Company | 2,043,243 | 2 | 2.61 |
| 45 | 11312 | Globe American Casualty Company | 1,820,757 | 2 | 2.93 |
| 46 | 22063 | Government Employees Insurance Company | 12,442,105 | 5 | 1.07 |
| 47 | 10322 | Grange Indemnity Insurance Company | 14,407,863 | 5 | 0.93 |
| 48 | 14060 | Grange Mutual Casualty Company | 15,411,566 | 8 | 1.39 |
| 49 | 23809 | Granite State Insurance Company | 794,851 | 1 | DNC |
| 50 | 42331 | Guideone America Insurance Company | 2,366,058 | 1 | 1.13 |
| 51 | 22292 | Hanover Insurance Company | 16,220,754 | 5 | 0.82 |
| 52 | 29424 | Hartford Casualty Insurance Company | 120,290 | 2 | DNC |

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|-----|-------|--|-------------|----|------|
| 53 | 37478 | Hartford Insurance Company Of The Midwest | 5,597,573 | 5 | 2.39 |
| 54 | 30104 | Hartford Underwriters Insurance Company | 9,771,570 | 2 | 0.55 |
| 55 | 14176 | Hastings Mutual Insurance Company | 14,177,501 | 1 | 0.19 |
| 56 | 31550 | Haulers Insurance Company, Inc. | 513,758 | 1 | DNC |
| 57 | 27570 | Hoosier Insurance Company | 17,213,244 | 5 | 0.78 |
| 58 | 22578 | Horace Mann Insurance Company | 824,672 | 1 | DNC |
| 59 | 22756 | Horace Mann Property & Casualty Insurance Company | 1,738,393 | 2 | 3.07 |
| 60 | 29068 | IDS Property Casualty Insurance Company | 4,844,025 | 1 | 0.55 |
| 61 | 21679 | Illinois Farmers Insurance Company | 64,879,687 | 24 | 0.99 |
| 62 | 22624 | Indiana Farmers Mutual Insurance Comanny | 59,993,179 | 13 | 0.58 |
| 63 | 22659 | Indiana Insurance Company | 44,698,908 | 8 | 0.48 |
| 64 | 10061 | Infinity Indemnity Insurance Company | 500,298 | 1 | DNC |
| 65 | 38806 | Insura Property And Casualty Insurance Company | 2,907,233 | 5 | 4.59 |
| 66 | 19429 | Insurance Company Of The State Of Pennsylvania | 6,215,407 | 6 | 2.58 |
| 67 | 10922 | Insuremax Insurance Company | 6,374,599 | 9 | 3.77 |
| 68 | 23035 | Liberty Mutual Fire Insurance Company | 31,273,446 | 6 | 0.51 |
| 69 | 21229 | MemberSelect Insurance Company | 16,744,153 | 10 | 1.59 |
| 70 | 33650 | Mendota Insurance Company | 3,389,545 | 1 | 0.79 |
| 71 | 31968 | Merastar Insurance Company | 593,665 | 2 | DNC |
| 72 | 23353 | Meridian Security Insurance Company | 21,138,272 | 2 | 0.25 |
| 73 | 34339 | Metropolitan Group Property And Casualty Insurance Company | 8,108,545 | 1 | 0.33 |
| 74 | 26298 | Metropolitan Property And Casualty Insurance Company | 9,346,738 | 2 | 0.57 |
| 75 | 21687 | Mid-Century Insurance Company | 15,816,690 | 8 | 1.35 |
| 76 | 23434 | Middlesex Insurance Company | 919,354 | 1 | DNC |
| 77 | 14621 | Motorists Mutual Insurance Company | 13,516,778 | 3 | 0.59 |
| 78 | 42447 | National General Assurance Company | 7,109,073 | 4 | 1.50 |
| 79 | 20184 | National Mutual Insurance Company | 6,074,317 | 1 | 0.44 |
| 80 | 19445 | National Union Fire Insurance Company Of Pittsburgh | (817,137) | 2 | DNC |
| 81 | 23779 | Nationwide Mutual Fire Insurance Company | 1,751,346 | 2 | 3.05 |
| 82 | 23787 | Nationwide Mutual Insurance Company | 30,195,530 | 8 | 0.71 |
| 83 | 37877 | Nationwide Property And Casualty Insurance Company | 3,189,811 | 2 | 1.67 |
| 84 | 24171 | Netherlands Insurance Company | 263,960 | 2 | DNC |
| 85 | 39098 | Omni Insurance Company | 3,764,899 | 5 | 3.55 |
| 86 | 37648 | Permanent General Assurance Corporation | 4,098,593 | 8 | 5.21 |
| 87 | 12289 | Personal Service Insurance Company | 93,629 | 1 | DNC |
| 88 | 24260 | Progressive Casualty Insurance Company | 10,905,555 | 15 | 3.67 |
| 89 | 42994 | Progressive Classic Insurance Company | 4,212,999 | 2 | 1.27 |
| 90 | 16322 | Progressive Direct Insurance Company | 2,914,450 | 8 | 7.33 |
| 91 | 38628 | Progressive Northern Insurance Company | 25,222,365 | 9 | 0.95 |
| 92 | 42919 | Progressive Northwestern Insurance Company | 12,500,671 | 2 | 0.43 |
| 93 | 44695 | Progressive Paloverde Insurance | 89,879,563 | 13 | 0.39 |
| 94 | 38784 | Progressive Southeastern Insurance Company | 84,825,309 | 3 | 0.09 |
| 95 | 34690 | Property And Casualty Insurance Company Of Hartford | 15,378,993 | 6 | 1.04 |
| 96 | 25405 | Safe Auto Insurance Company | 23,583,024 | 42 | 4.76 |
| 97 | 24740 | Safeco Insurance Company Of America | 1,205,491 | 4 | 8.86 |
| 98 | 39012 | Safeco Insurance Company Of Illinois | 24,623,545 | 11 | 1.19 |
| 99 | 40460 | Sagamore Insurance Company | 2,179,862 | 5 | 6.13 |
| 100 | 22543 | Secura Insurance, A Mutual Company | 323,311 | 1 | DNC |
| 101 | 39926 | Selective Insurance Company Of The Southeast | 2,056,796 | 1 | 1.30 |
| 102 | 24988 | Sentry Insurance A Mutual Company | 3,689,347 | 2 | 1.45 |
| 103 | 23388 | Shelter Mutual Insurance Company | 13,979,156 | 6 | 1.15 |
| 104 | 25135 | State Automobile Mutual Insurance Company | 16,434,589 | 4 | 0.65 |
| 105 | 25143 | State Farm Fire and Casualty Company | 40,499,391 | 4 | 0.26 |
| 106 | 25178 | State Farm Mutual Automobile Insurance Company | 583,496,535 | 91 | 0.42 |

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|-----|-------|---|-------------|----|-------|
| 107 | 13242 | Titan Indemnity Company | 6,365,530 | 12 | 5.03 |
| 108 | 28188 | Travco Insurance Company | 19,670,947 | 4 | 0.54 |
| 109 | 36137 | Travelers Commercial Insurance Company | 917 | 1 | DNC |
| 110 | 27998 | Travelers Home And Marine Insurance Company | 1,826,816 | 1 | 1.46 |
| 111 | 40118 | Trustgard Insurance Company | 2,705,005 | 2 | 1.97 |
| 112 | 10655 | Unique Insurance Company | 765,888 | 1 | 3.49 |
| 113 | 35319 | United Automobile Insurance Company | 200,027 | 1 | 13.35 |
| 114 | 15288 | United Farm Family Mutual Insurance Company | 252,856,305 | 65 | 0.69 |
| 115 | 25941 | United Services Automobile Association | 21,957,857 | 4 | 0.49 |
| 116 | 25909 | Unitrin Preferred Insurance Company | 33,759 | 1 | DNC |
| 117 | 42862 | Universal Casualty Company | 7,031,076 | 57 | 21.65 |
| 118 | 25968 | USAA Casualty Insurance Company | 13,221,463 | 7 | 1.41 |
| 119 | 18600 | USAA General Indemnity Company | 1,014,226 | 1 | 2.63 |
| 120 | 10644 | Victoria Automobile Insurance Company | 693,498 | 2 | DNC |
| 121 | 10105 | Victoria Select Insurance Company | 4,734,682 | 1 | 0.56 |
| 122 | 13137 | Viking Insurance Company Of Wisconsin | 2,872,470 | 2 | 1.86 |
| 123 | 44393 | West American Insurance Company | 11,369,609 | 5 | 1.17 |
| 124 | 15350 | West Bend Mutual Insurance Company | 5,781,681 | 1 | 0.46 |
| 125 | 26131 | Western Reserve Mutual Casualty Company | 8,791,552 | 3 | 0.91 |
| 126 | 37770 | Western United Insurance Company | 12,432,826 | 1 | 0.21 |
| 127 | 24112 | Westfield Insurance Company | 10,283,098 | 3 | 0.78 |
| 128 | 24120 | Westfield National Insurance Company | 12,286,951 | 1 | 0.22 |
| 129 | 15407 | Wolverine Mutual Insurance Company | 6,128,037 | 3 | 1.31 |

| | | |
|------------------------------------|--------------------|-------|
| Subtotal Premium and Complaints | ##### | 1,020 |
| 117 Companies with Zero Complaints | <u>117,731,401</u> | |
| Total Premium and Complaints | ##### | 1,020 |

Report does not include 117 companies with zero complaints.

DNC- did not calculate (premiums under \$1 million)

None - No premium was reported during 2007.

Premium information from Property & Casualty Annual Statement Page 20, Lines 19.1, 19.2 & 21.1, Column 1